

**DIGI TREAD MEDIA**

**www.digitreadmedia.com**

**2 Sao Bras Street**

**Mossel Bay**

**6500**

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# PAIA Manual

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 (as amended)

## 1. Purpose of this Manual

This PAIA Manual has been prepared in terms of Section 51 of the Promotion of Access to Information Act, 2 of 2000 as amended ("PAIA"), and the Protection of Personal Information Act, 4 of 2013 ("POPIA"). The purpose of this manual is to assist members of the public in understanding the functions and operations of Digi Tread Media (Pty) Ltd, to outline the categories of records available, and to provide procedures to be followed when requesting access to information.

## 2. Acronyms and Abbreviations

**PAIA** – Promotion of Access to Information Act, 2 of 2000 (as amended)

**POPIA** – Protection of Personal Information Act, 4 of 2013

**Company** – Digi Tread Media (Pty) Ltd

### 3. Definitions

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**“Company”** means Digi Tread Media (Pty) Ltd.

**“Information Officer”** means the head of the Company, appointed in terms of PAIA.

**“Requester”** means any person who requests access to a record in terms of PAIA.

**“Record”** means any recorded information, regardless of form or medium, that is in the possession or under the control of the Company.

### 4. Company Contact Details

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**Name of Company:** Digi Tread Media (Pty) Ltd

**Registration Number:** 2016/097666/07

**Physical Address:** 2 Sao Bras Street, Da Nova, Mossel Bay, 6500, Western Cape, South Africa

**Postal Address:** 2 Sao Bras Street, Da Nova, Mossel Bay, 6500, Western Cape, South Africa

**Telephone:** +27 (0)83 741 1310

**Email:** amanda@digitreadmedia.com

**Website:** www.digitreadmedia.com

**Information Officer:** Amanda Benadé (Director)

### 5. Categories of Records Held by the Company

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Category of Records	Examples of Documents
Company Incorporation Documents	Memorandum of Incorporation, Shareholder Agreements, Director Contracts, CIPC Certificates
Financial Records	Annual Financial Statements, Invoices, Tax Returns, Bank Statements
Human Resources Records	Employee Contracts, Leave Records, Payroll Information, UIF Contributions
Client Contracts and Proposals	Service Level Agreements, Client Proposals, Project Documentation, Non-Disclosure Agreements
Marketing Materials	Brochures, Advertisements, Campaign Plans, Digital Artwork, Marketing Reports
Policies and Procedures	Privacy Policy, Operational Guidelines
Information Technology and System Records	System Logs, Software Licenses, Backup Schedules
Communication Records	Client Correspondence, Supplier Correspondence

## 6. Processing of Information

The Company collects, stores, and processes personal and business information for purposes including but not limited to client engagement, project management, invoicing, and regulatory compliance.

**Transborder Processing:** The Company may transfer information across South African borders where clients, cloud service providers, or technology partners are located outside the Republic. Such transfers are conducted in accordance with POPIA, ensuring that adequate protection of personal information is maintained.

**Recipients:** Information may be supplied to the following categories of recipients:

- Employees and consultants of the Company (for business operations)
- Clients (for contractual obligations)
- Service providers (including IT support and cloud hosting)
- Regulatory authorities (as required by law)
- Financial institutions (for invoicing and payment processing)

## 7. Information Security Measures

The Company employs a combination of technical, physical, and administrative security measures to protect the confidentiality, integrity, and availability of information. These measures include:

- Encryption of sensitive information in transit
- Role-based access controls to restrict access to authorized personnel only
- Firewalls, intrusion detection, and antivirus protection
- Regular data backups and disaster recovery plans
- Secure cloud storage with international data protection compliance
- Employee training on data protection and cybersecurity awareness

## 8. Information Automatically Available

Type of Information	Availability
Company Overview	Available on website (About Us page)
Services Offered	Available on website (Services page)
Contact Information	Available on website (Contact page)
Informative Material	Available on website (Articles)
Privacy Policy	Available on website
Service Agreement	Available on website
Website Terms & Conditions	Available on website
Retainer Agreement	Available on website
PAIA Manual	Available on website

ICANN Information	Available on website
Costs and Fees	Available on request

## 9. Procedure to Request Access

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To request access to information, a requester must complete Form 2. Requests must be submitted to the Information Officer in writing, with payment of the prescribed fee where applicable. The Information Officer will consider the request in terms of PAIA and notify the requester of the outcome.

## 10. Availability of this Manual

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This PAIA Manual is available for inspection, free of charge, at the Company's offices and on its website.



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Amanda Benadé (Director)

# FORM 2

## REQUEST FOR ACCESS TO RECORD

[Regulation 7]

**NOTE:**

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

**TO:** The Information Officer


(Address)

E-mail address: 

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Fax number: 

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Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
Cellular:				
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<p align="center"><b>PARTICULARS OF RECORD REQUESTED</b></p> <p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<p align="center"><b>TYPE OF RECORD</b></p> <p align="center"><i>(Mark the applicable box with an "X")</i></p>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b> <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

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**FOR OFFICIAL USE**

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
**Signature of Information Officer**



**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
[Regulation 8]

Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body ( <i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i> ) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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**OR**

**2. You requested:**

Printed copies of the information ( <i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i> )	
Written or printed transcription of virtual images ( <i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i> )	
Transcription of soundtrack ( <i>written or printed document</i> )	
Copy of information on flash drive ( <i>including virtual images and soundtracks</i> )	
Copy of information on compact disc drive ( <i>including virtual images and soundtracks</i> )	
Copy of record saved on cloud storage server	

**3. To be submitted:**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format ( <i>including transcriptions</i> )	
E-mail of information ( <i>including soundtracks if possible</i> )	
Cloud share/file transfer	
Preferred language: ( <i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i> )	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

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**4. Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours):**

☐

Yes

☐

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_

Name of account holder: \_\_\_\_\_

Type of account: \_\_\_\_\_

Account number: \_\_\_\_\_

Branch Code: \_\_\_\_\_

Reference Nr: \_\_\_\_\_

Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Information officer